CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (B703) Security Locator System Support

   TA No: 191-Rev4

   Task Area Monitor: **Alternate Task Area Monitor:** None

   NASA POC: **Software Control Class:** Low Control

   Type of Task: Recurring Task

2. **BACKGROUND**

   The NACC at Marshall centrally integrates and operates Agency-wide OS/390 computing resources for NASA Centers and Headquarters. The NACC works in coordination with the CBACC to provide business and administrative IT services to LaRC. Consolidated mainframe MVS systems support is provided by the NACC. The LaRC business and administrative applications software portfolio consists of both Agency standard systems (host based) and unique LaRC applications (both host based and distributed) developed and maintained by LaRC. This task covers support of the Security/Locator system.

   This task also covers the systems used to support the Security Management Systems which currently are the Decal, Visitor, Key Lock, and Badge and Pass systems.

3. **OBJECTIVE**

   Security Locator System Support

   Modify to upgrade software, to comply with new regulations or laws, to correct errors, or to provide enhancements or improvements.

   Security Management Systems Support

   To provide ongoing maintenance support to the information systems listed above until such time as Phase II of the Common Badging & Access Control System Project is implemented. At that time, the application software, database modules and data files shall be copied to compact disk and the systems retired on request by the TAM/Alternate TAM. This task will cover responding to end user concerns, resolving system/database problems and security incidents, and maintaining the database and hardware systems. There will be no modifications, enhancements or upgrades performed on the system unless directed by the TAM/Alternate TAM.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:
Software Identification: Security/Locator

Software Description: This application was developed in 1977 to maintain data relevant to personnel and security information. It consists of 504 NATURAL programs (65,632 lines of code). LaRC has total responsibility for the maintenance and enhancement of this application.

Software Class: Low

Level of Maintenance: Modify to upgrade software, to comply with new regulations or laws, to correct errors, or to provide enhancements or improvements.

LaRC Software Manager: Numerous Individuals

Anticipated Replacement Date: TBD

Maintenance of Software Developed By or For LaRC:
A. Application Maintenance, Upgrade, and Improvement

In support of the LaRC business and administrative application portfolio, perform the following services:

1. Develop and maintain a configuration management system to include the following:

- Current software versions
- Status of planned upgrades
- License information
- Software maintenance status
- Locations of source code and documentation

2. Optimize the execution of the application. Monitor the application for anomalies and respond to customer trouble reports. Analyze problems, and interface with cognizant IT personnel if necessary to resolve problems. Implement corrective action.
3. Plan for and recommend evolution of the application. For example, advise the Government on applicability of upgrades and recommend possible software solutions to identified user requirements.
4. For COTS and non-locally developed applications, actively monitor availability of patches and upgrades. Evaluate upgrades, recommend schedule for upgrade, and inform customers of impact of upgrade.
5. Interface with software vendors to obtain patches and upgrades. Procure software updates and upgrades from the vendor (if required in individual TAs). Install patches as required to ensure that application remains current, secure, and reliable. Install upgrades according to schedule approved by the Government. Interface with cognizant IT personnel as necessary to ensure smooth upgrade. Perform upgrades with minimal impact to users and notify users of interruptions in application.
6. Maintain software developed by or for LaRC. In general, the contractor shall follow the maintenance process defined in Section 5.5 of IEEE/EIA Standard 12207- Software Life Cycle Processes; however the processes shall be tailored to the particular software package and applied with a rigor consistent with the software control class. Maintenance process requirements for the various classes of software are further defined in TA#1 to be issued at

TO start.
7. Advise customers on effective use of the software.
8. For all business and administrative applications, coordinate any disruptions in service caused by application maintenance or modification with the appropriate LaRC Software Manager.
9. Ensure availability of current employee data for the application.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of IT Consultation and Training given in Section 4.8 of the SOW for all General IT Support Services. Additional consulting requirements include the following:

1. Assist the Government in defining data and information requirements, data sources, and intended end-user applications and recommend appropriate information technology, products, and capabilities for satisfying information requirements.

2. Design, develop, and revise training materials for applications relevant to the business and administrative support. Schedule classes, arrange logistics for classes, conduct training, validate training effectiveness, and provide information for input to student records.

3. Perform studies analyzing new technologies, analyzing feasibility of technical approaches, defining user requirements, analyzing existing environments, identifying constraints, deriving and analyzing alternative solutions, recommending approaches and solutions, and estimating costs and benefits. This predevelopment work may result in a subsequent TA for application development.

General IT Support Services Performance Metrics
Performance Standard: Documentation covering the use of application software covered by this requirement is complete, understandable, and up-to-date.
Performance Metrics:

Exceeds:	Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources.
Meets:	Documentation is complete with only minor errors noted
Fails:	One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the applications.

Performance Standard: Consultation meets customer needs and training provided meets students' needs. Required reports are accurate and complete
Performance Metrics:

Exceeds:	Consultation and reports go beyond customer needs and are considered expert. Students rate teaching proficiency as very good or excellent. Training recommendations are made and adopted.
Meets:	Consultation and reports address requirements adequately. Training schedules are met. Students rate teaching proficiency as satisfactory or better

Fails: Any of the requirements (a,b,or c) of this subsection is not met, or students rate teaching proficiency as unsatisfactory.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

The Contractor shall follow the processes for software maintenance, according to the software control class, as specified in Task Assignment SL001.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held as deemed necessary by the TAM and Task Lead (at least semi-annually). The following persons or their alternates are required to attend: NASA TAM, ConITS Task Lead. Technical performance, timeliness, and cost will be discussed. The Contractor shall provide the status of all work requests active for the relevant period. The Government may schedule meetings with cognizant Contractor staff at any time to address issues.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/06 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%   Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.